

Customer Profile

Founded in 1916, Cleveland-headquartered Baker Hostetler is among the nation's 100 largest law firms with more than 600 attorneys and 1,350 employees coast to coast. The multidisciplinary firm serves clients throughout the world with 11 practice groups and 55 areas of practice strength.



Situation

With 10 offices across the country and a global client base, Baker Hostetler relies heavily on communication. Unfortunately, its 25-year-old phone system wasn't up to the task. At end of life, the system was unreliable and lacked the fundamental functionality the firm required. Refurbished parts were hard to find, support was costly and intrusive, and advanced features weren't available.

To reach its current and future goals, and to maintain the exemplary level of customer service for which the firm is known, Baker Hostetler needed a change.

After evaluating Nortel and Avaya solutions, the firm decided on Cisco and LOGOS Communications, Inc. Headquartered in Westlake, Ohio, with four additional offices throughout the Midwest, LOGOS holds several Cisco certifications, including Advanced Security, Advanced Unified Communications, Advanced Wireless, and Advanced Routing and Switching. Baker Hostetler was confident the Cisco Silver Certified Partner would deliver the solution the firm required to move forward.

"When we looked at risk, cost, and phone features and functionality, LOGOS and Cisco were the clear winners," says Bob Craig, chief information officer, Baker Hostetler. "We were also impressed with LOGOS' processes, specific experience with IP telephony, and strong technical knowledge from its account managers to its engineers."

Solution

LOGOS began the yearlong implementation in January 2007. For a consolidated IP telephony platform for all Baker Hostetler locations, LOGOS installed Cisco Unified Communications Manager. The powerful call-processing component of the Cisco Unified Communications solution seamlessly integrates voice, video, mobility, and presence services to create a unified workspace across the enterprise.

LOGOS also implemented Cisco Unity, a reliable, secure, scalable, and full-featured voice and unified messaging platform. Integrating with applications such as Microsoft Exchange and IBM Lotus Domino, Unity empowers users to access e-mail,

voice, and fax messages from a single inbox anytime, anywhere, and on any device.

To ensure superior customer service, LOGOS deployed Cisco Unified Contact Center Express, a single-server, integrated "contact center in a box," providing a sophisticated customer interaction management solution that enables sophisticated call routing, comprehensive contact management, and independence in agent location.

Results

Following a smooth transition, Baker Hostetler is realizing the benefits of its new LOGOS-implemented Cisco Unified Communications solution.

"Our employees have adopted the technology very quickly," says David Taylor, senior manager of technical services, Baker Hostetler. "Traveling and remote attorneys and partners use unified messaging to maintain communication wherever they are. Combined with our new contact center capabilities, we've greatly improved responsiveness with colleagues and clients. Additionally, we save significantly on long distance costs with four-digit dialing, and simple moves, adds, and changes enable IT staff to focus on business-critical tasks."

Craig adds that he and the entire firm are highly pleased with LOGOS and its Cisco solution.

"From the project's onset we expressed a strong desire to work collaboratively with a partner who would transfer knowledge as much as deliver a successful solution," says Craig. "Having completed the project and based on the successes we now realize, we're confident we made the right choice. LOGOS and Cisco have delivered on our expectations and I would and have recommended both companies."

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